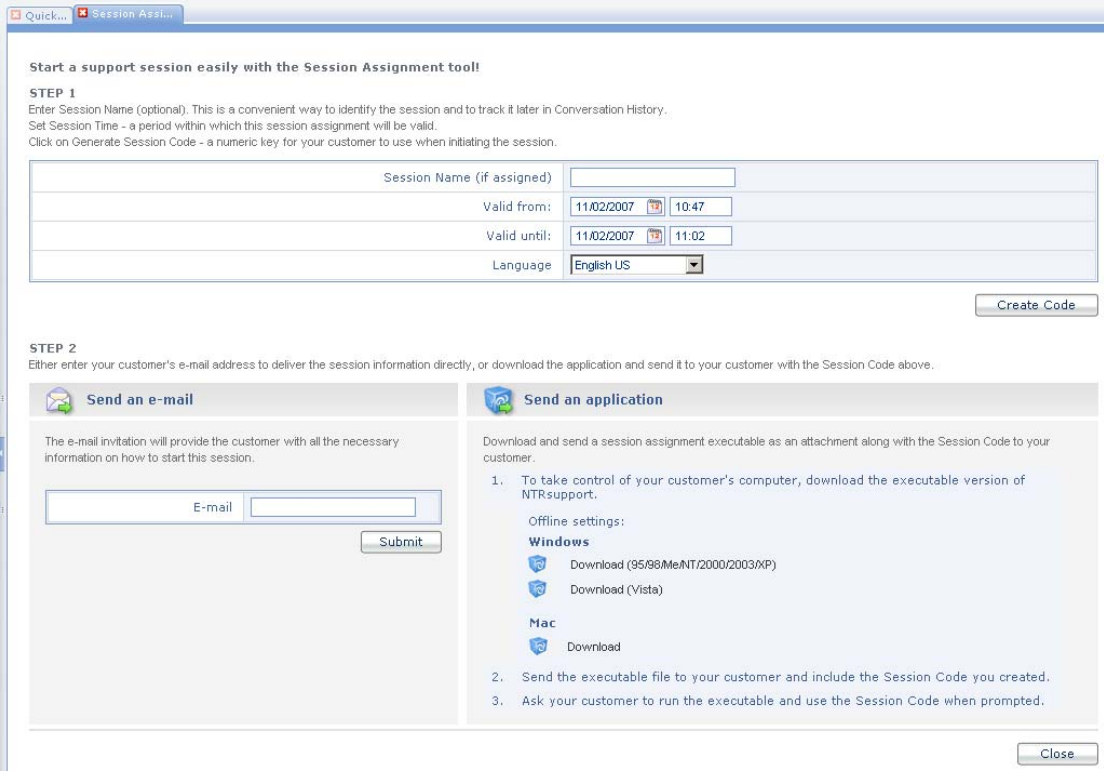


NTRsupport Release Notes – December 2007

Feature of the Month: New Session Assignment Options

NTRsupport's redesigned Session Assignment brings improvements to both ends of the support exchange. Operators no longer need to send customers Web pages or files to start a session; they can simply send a link by e-mail that automatically opens the support session. To use this option, Operators first create a session ID, and then just enter the customer's e-mail address. The customer receives an e-mail with simple instructions and a link that, when clicked, allows him to join the support session. The e-mail language is selected from a drop down menu with more than 10 language options.

Operators also have control over the exact time and date during which the support session is valid. If operators want the session to begin immediately, they just need to click the 'Create session' button. The default session validity period is already set to begin immediately and to last for 15 minutes, so operators don't have to set up parameters unless they want to. If operators choose to schedule sessions, the 'Valid from' and 'Valid until' fields can be changed to reflect any session date and end time. A Session name can be assigned to make session tracking easy.



The screenshot shows the 'Session Assignment' tool interface. It has a title bar with 'Quick...' and 'Session Assign...'. The main content area is titled 'Start a support session easily with the Session Assignment tool!'. It is divided into two steps.
STEP 1 includes instructions: 'Enter Session Name (optional). This is a convenient way to identify the session and to track it later in Conversation History.', 'Set Session Time - a period within which this session assignment will be valid.', and 'Click on Generate Session Code - a numeric key for your customer to use when initiating the session.' Below this is a form with fields for 'Session Name (if assigned)', 'Valid from' (11/02/2007 10:47), 'Valid until' (11/02/2007 11:02), and 'Language' (English US). A 'Create Code' button is at the bottom right.
STEP 2 includes instructions: 'Either enter your customer's e-mail address to deliver the session information directly, or download the application and send it to your customer with the Session Code above.' It is split into two columns. The left column, 'Send an e-mail', has a text box for 'E-mail' and a 'Submit' button. The right column, 'Send an application', has instructions to download and send an executable, followed by a list of steps: 1. To take control of your customer's computer, download the executable version of NTRsupport. Offline settings: Windows (Download (95/98/Me/NT/2000/2003/XP), Download (Vista)), Mac (Download). 2. Send the executable file to your customer and include the Session Code you created. 3. Ask your customer to run the executable and use the Session Code when prompted. A 'Close' button is at the bottom right.

Need more information?

If you have any questions, feel free to send us an e-mail to support@ntrglobal.com or use the NTRsupport Live Chat button at www.ntrsupport.com. We will be pleased to assist you.